

From: Jason Jackson
To: Microsoft ATR
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Subject: Microsoft Settlement

I work as a computer and network technician for a small business. I would say 95+% of our customers are there because they're using a Microsoft product which failed due to reliability or security issues. They're using it simply because it came with their system, or their operating system. In each case, there are cheaper products, which provide vastly better reliability and security.

I'm talking myself out of a job here, but it would be a great day if Microsoft stumbled and was forced to be competitive again.

Jason Jackson